



County of Los Angeles

CHIEF ADMINISTRATIVE OFFICE

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Chief Administrative Officer

April 30, 2003

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Second District

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To: Supervisor Yvonne Brathwaite Burke, Chair
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From: David E. Janssen
Chief Administrative Officer

STATUS REPORT ON THE SERVICE INTEGRATION BRANCH

This is the tenth quarter status report on the operations of the Service Integration Branch (SIB) and collaborative efforts with the New Directions Task Force (NDTF) to improve access to services; customer service and satisfaction; multi-agency service delivery, financing, and implementation; data/information sharing; and funding for services. As you know, your Board approved the creation of SIB within the Chief Administrative Office (CAO) to phase-in staffing resources; to support and coordinate collaborative policy development initiatives; to assist County departments to integrate services delivery systems; and to help provide children and families with needed information.

Significant actions completed this quarter include the following:

- **Goal 5 -- Children and Families Well-Being:** Department head leads have been identified for each of the objectives in Goal 5, Phase II and implementation efforts have begun. County departments received the Customer Service and Satisfaction (CSS) Standards announcements (Attachment A) to distribute to employees with their April 15 paycheck. The CSS Standard placards were sent to NDTF health and human services departments for posting at their County facilities. Program designs are being implemented to make these standards a reality.
- **Contract Simplification:** NDTF was presented with contract simplification recommendations including a standard contract preamble, common repository for contract language, definitions of auditing and monitoring, supplemental glossary of terms, and a contract information resource contact card. All recommendations were approved for adoption as submitted.
- **Children and Families Budget:** On April 14, 2003, the Children and Families Budget was issued as an addendum to the County's 2003-04 Proposed Budget. The implementation plan for restructuring the Children and Families Budget is on track with departments identifying program performance measures and budget allocations for a

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minimum of 25 percent of their program inventory. Progress has also been made in regard to identifying the 68 Federal and State funding streams and their eligibility requirements.

- **Multi-agency Co-location and Service Integration Plan:** A draft business plan for integrating multi-agency services at the East San Fernando Valley Family Service Center was distributed for review by County and community representatives. Interviews are being conducted to identify a developer for the project.
- **Office of Child Care:** In conjunction with the UCLA Center for Improving Child Care Quality, the first Countywide compensation study of licensed family child care providers was launched in January 2003. To date, 18 percent of the surveys have been returned.
- **CalWORKs Evaluation:** A Memorandum of Understanding between the CAO and DPSS was executed on April 4, 2003, to modify the level of CalWORKs performance monitoring and evaluation services within the curtailed funding amount, and to reflect agreement on producing topical evaluation briefs. Participant survey data collection and analysis is also part of the new plan.
- **Safe Haven Task Force:** In February 2003, the County launched its Web page, www.babysafela.org. This site provides key information on the Law, resource information specific to surrendering infants in the County, and identifies designated County Safe Surrender sites including providing maps and driving directions. In March, the Audit Committee approved the Board Policy Manual Statement requiring County contractors to provide information to their employees about the Safely Surrendered Baby Law and its implementation in the County. Posters displaying information on the Law, hotline, and Web page were placed on phone kiosks and lifeguard stands at County beaches.

Attached is a more detailed matrix (Attachment B) on the most significant initiatives being supported by SIB. Areas of focus for the upcoming quarter include developing the Integrated Family Service System design, conducting analysis of revenue sources to fund integration efforts, and performing data match analysis. If you have any questions or need additional information, please contact me or your staff may contact Alisa Drakodaidis at (213) 893-2477.

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Attachments (2)

c: New Directions Task Force
Children's Planning Council
Interagency Operations Group

SERVICE INTEGRATION BRANCH - TENTH QUARTER STATUS REPORT

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan</i></p> <p>Purpose: To make the County's health and human services delivery system more family-focused, culturally-competent, accessible, responsive, and accountable for improved outcomes for children and families.</p>	<p>To improve outcomes for children and families by implementing the SIAP Phase II recommendations approved by the New Directions Task Force (NDTF):</p> <ol style="list-style-type: none"> 1. Most Commonly Required Fees and Documents Matrix (MCRD); 2. Pilot the Universal Face Sheet (UFS); 3. Contract Simplification; 	<p>NDTF approved all SIAP implementation recommendations and the following actions have been taken relative to SIAP Phase II implementation:</p> <ul style="list-style-type: none"> • <u>Most Commonly Required Documents (MCRD):</u> : The MCRD has been distributed for circulation to provide individuals and families with information for accessing key services. Documents most often needed when applying for specific County-administered programs have been identified. The reverse side of the form lists agencies clients may contact to obtain needed documents. The MCRD is being piloted in ten departments/agencies. Client/parent focus groups have been scheduled to evaluate the MCRD in regard to effectiveness and recommendations for suggested enhancements. Pilot evaluations are due by May 30, 2003, after which results can be qualified. • <u>Universal Face Sheet (UFS):</u> The UFS was developed to serve as the "Top Sheet/Top of File," in all County client record folders. However, while SIB is still exploring the piloting of the UFS, County departments have been unable to commit to piloting this form as it is not automated. • <u>Contract Simplification:</u> On February 27, the SIAP team approved contract simplification recommendations for referral to NDTF. On March 11, NDTF approved for adoption all submitted recommendations listed below. Additionally, NDTF instructed County Counsel be requested to ensure all Health and Human Services (H&HS) RFP's and contracts contain the approved H&HS language and information. <ul style="list-style-type: none"> ▪ <u>Preamble for Contracts and Request for Proposals:</u> The Preamble establishes that the basis of all County H&HS contracts is the achievement of the County's vision, mission, and provision of the highest level of quality services to improve outcomes for children and families. The County and its contracting partners, as the foundation for the provision of services, must share

Service Integration Initiative	Deliverables	Results
<p>Service Integration Action Plan (Cont'd)</p>		<p>a commitment to common values and CSS goals.</p> <ul style="list-style-type: none"> ▪ <u>Common Repository for Contracting Language:</u> The Common repository for County sample H&HS RFP's and contract language will be on the Chief Administrative Office/Service Integration Branch (CAO/SIB) Website. The SIB Website will have a link to the "LA County Online – Doing Business With Us" Website, maintained by the Internal Services Department (ISD), which will also have a link back to the SIB Website. The common repository will enable service providers/vendors to more easily review and analyze standard contract language requirements. It will also provide the most current policy language to County staff who develop RFPs and contracts. ▪ <u>Distinction Between Auditing and Monitoring:</u> Definitions of Contract Monitoring and Auditing were approved to enable contractors to differentiate between contract financial audits and contract monitoring relative to meeting contract deliverables. ▪ <u>Supplemental Glossary of Terms:</u> Definitions and department/agency descriptions not contained in the County Sample Contract were identify to enhance communication between proposers/contractors, community entities, and County staff. ▪ <u>Contracting Information Resource Card:</u> A business type/size information card, was approved for distribution to community partners and entities interested in obtaining information about contracting with the County, and to encourage more widespread responses to County contract solicitations. ▪ <u>H&HS Department-Specific Contract Language Matrix:</u> This Matrix contains H&HS department-specific required language that is either in addition to or replaces the language in the County Sample Contract.

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan (Cont'd)</i></p>	<p>6. Pilot the Outcomes Screening Tool (OST);</p> <p>7. Integrated Family Services System (IFSS); and</p> <p>8. Revenue Maximization Plan and Strategies.</p>	<p>County community partners, contract vendors, faith-based organizations, and community residents. The upcoming "Partnering with Families and Communities for Better Outcomes: Seminar and Workshop," scheduled for May 22, 2003, will further advocacy efforts among these agencies to adopt the partnering principles and provide opportunities for County and community representatives to work collaboratively in implementing partnering principles in specific programs.</p> <ul style="list-style-type: none"> • <u>Outcome Screening Tool (OST):</u> The OST was developed to identify client needs, facilitate referrals, and collect outcome data on clients. CPC is piloting the OST and held its first meeting on April 29, 2003. • <u>Integrated Family Services System (IFSS) Design Team:</u> <ul style="list-style-type: none"> ▪ Identified Data Matching issues to facilitate access to information on the concentration of children and families served by multiple departments, in different geographical regions of the County; ▪ Executed a Memorandum of Understanding, signed on March 28, 2003, between the CAO, DPSS, DCFS, and DMH (Probation pending) to conduct data match pertaining to children placed in out-of-home care and families receiving services from two or more of the above County departments; ▪ Presented group charter and action plan to NDTF. • <u>Revenue Maximization Plan Update:</u> <ul style="list-style-type: none"> ▪ <u>Revenue Work Group and Training:</u> On February 20, 2003, the CAO's Budget and Operations Management Branch convened a Revenue Maximization Workgroup comprised of finance and program experts from the health and human services departments. The CAO is finalizing a

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan (Cont'd</i></p>		<p>Board letter regarding the regarding the revenue enhancement recommendations to establish a Local Government Agency to claim Medi-Cal Administrative Activities and Targeted Case Management funding. The Board letter requests delegated authority to sign contracts in future years.</p>

Service Integration Initiative	Deliverables	Results
<p><i>Restructuring the Children's Budget</i></p> <p>Purpose: To clearly demonstrate the contribution the County is making toward improving the lives of children and families, providing information necessary to guide future program decisions, and identifying to what extent County funds are utilized effectively and efficiently.</p>	<p>The Restructured Children and Families Budget:</p> <ol style="list-style-type: none"> 1. Includes all programs aimed at serving children and families and is developed and released at the same time as the County's Proposed Budget; 2. Provides a program performance budget that is based on Mark Friedman's Results-Based Decision Making model which includes both performance and results accountability; 3. Links program performance measures with program budget allocations, actual expenditures, and funding sources; and 4. Provides an analysis of the efficiency and effectiveness of individual programs and the collective cross-agency contributions toward improving outcomes. 	<p>On April 14, 2003, the Children and Families Budget was issued as an addendum to the County's 2003-04 Proposed Budget. The Fiscal Year 2003-04 Children and Families Budget includes an updated inventory of County-administered programs serving children and families; expanded program budget and performance measure information for a minimum of 25 percent of each department's programs; and an analysis of State and Federal revenue sources to support phased implementation of the Budget.</p>

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<p><i>Multi-Agency Co-location and Service Integration Plan</i></p> <p>Purpose: To set a direction to begin streamlining the County's policies and processes so children and families can obtain multiple services in one-stop centers.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. By July 2003, adopt policy for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services. 2. Develop space program requirements for facilities services program the East San Fernando Valley capital project. 3. Develop a facilities services program and business plan for the East San Fernando Valley capital project. 4. Pursue other opportunities for developing Family Service Centers. 	<p>In April 2003, a draft Business Plan for the East San Fernando Valley Family Service Center was distributed to the Family Service Center project team and community representatives for review. The draft business plan identifies a business strategy, goals, and financial considerations. The final business plan will support the development of the architectural program design.</p> <p>The CAO is currently conducting interviews to support the identification of a developer for the project.</p> <p>At the request of the Fourth District, CAO/SIB met with SPA 8 representatives to discuss potential opportunities for a Family Service Center in their area and also met with representatives of the American Indian Council (AIC) to discuss the possibility of incorporating the Family Service Center concept into a Countywide American Indian Service Center.</p> <p>At the request of the Fifth District, the CAO is exploring the potential to develop a Family Service Center in existing DCFS space in Lancaster/Antelope Valley.</p>

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<p><i>Implementation of the Safe Haven Task Force Recommendations</i></p> <p>Purpose: To implement the 12 Safe Haven Task Force recommendations approved by the Board on June 4, 2002, to more effectively implement the Newborn Abandonment Law (SB 1368), often referred to as the “Safe Haven Law,” in Los Angeles County to achieve the goal of no babies ever being abandoned in Los Angeles County.</p>	<p>The Save Haven Task Force recommendations include:</p> <ol style="list-style-type: none"> 1. Support legislative changes to the Safe Haven Law; 2. Designate new Safe Haven sites in Los Angeles County; 3. Create a public information campaign to improve public awareness; 4. Develop a standard training for County staff and community providers; 5. Include an annual in-service staff training program on the Safe Haven Law; 6. Add Safe Haven Law information to middle and high school curricula; 7. Add information about the Law and support groups on the Countywide Web Portal; 8. Provide information about the Safe Haven Law to County hotline staff; 9. Establish a Speaker’s Bureau; 10. Inform all current and new County employees about the Safe Haven Law; 11. Inform all County contractors about the Safe Haven Law; and 12. Initiate systemic data collection about abandoned and surrendered infants. 	<p>On March 31, 2003, the third quarterly status report on the implementation of the Safe Haven Task Force recommendations was issued. SIB has coordinated actions with agencies that included the following:</p> <ul style="list-style-type: none"> • In February 2003, the County launched its Web Page, www.babysafela.org , which provides key information on the Law and resource information specific to surrendering an infant in the County. The Web page also includes a search engine to identify designated County Safe Surrender sites and provides maps and driving directions. • In March 2003, the Audit Committee approved the Board Policy Manual Statement requiring County contractors to provide information to their employees about the Safely Surrendered Baby Law and its implementation in the County. • In March 2003, posters displaying information on the Law, hotline, and Web page, were placed on phone kiosks and lifeguard stands on County beaches.

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<p>Implementation of Goal 5: Children and Families' Well-Being</p> <p>Purpose: To establish alignment among stakeholders on health and human services priorities for improving outcomes.</p>	<ol style="list-style-type: none"> 1. Strategy 1: Implement integrated service delivery initiatives to demonstrate substantial progress toward achieving improved outcomes for children and families by July 2005. 2. Strategy 2: Establish alignment among all stakeholders on health and human services priorities for improving outcomes by July 2003. 3. Strategy 3: Implement a system to measure progress towards improving the five outcomes for children and families by July 2006. 	<p>Departmental leads have been identified and approved for all Goal 5 Phase II objectives. Implementation of all objectives is currently underway.</p> <p>In April 2003, NDTF unanimously approved a process and timeline to engage stakeholders in the development of departmental priorities. An interim process to develop and establish alignment around 2003-04 priorities will be launched in May 2003 to have departments supporting the County's delivery of health and human services will annually identify five key measurable priorities that represent the direction the department's leadership in relation to the deployment of its resources and delivery of services. The priorities will support the following:</p> <ul style="list-style-type: none"> • Achievement of the County's and/or departmental Strategic Plans; • Achievement of the adopted Service Integration Values and Goals; • Enhancement of access to and delivery of services; • Improvement of County internal business processes; and • Maximization of resources. <p>Issues to be considered:</p> <ul style="list-style-type: none"> • Given the current status of Strategic Plans, MAPP Goals, and Budgets for 2002-03, departmental priorities gathered to date will serve as the learning content for structuring the future priority setting process. • The establishment of priorities for 2003-04 will be accomplished through a modified process and full implementation structure will be presented at the April NDTF meeting. • The process for establishing 2004-05 priorities will reflect full implementation of the recommended priority setting process.

Service Integration Initiative	Deliverables	Results
<p>Workgroup 4: Data/Information Sharing</p> <p>Purpose: To develop and implement an integrated system for sharing information between agencies, departments, and community partners toward enabling families to access services.</p>	<p>Actions include:</p> <p>By October 2003, launch an Internet-accessible, self-administered <i>Los Angeles Services Identification and Referral (LASIR)</i> software application, usable by County and non-County staff, community-based organization representatives, and the general public for identifying services and programs that might be available to individuals and/or families in need, based on their unique circumstances.</p>	<p>County Counsel has reviewed the receipt of the source code and other supporting documentation of the Texas STARS application. Assessment by County Counsel was favorable, and it was determined that the source code was legally considered to be in the Public Domain and, therefore, available to the County of Los Angeles for use.</p> <p>LASIR contract executed to customization of STARS. ITF proposal submitted and approved.</p> <p>Work continues to explore the potential opportunities and partnership with the U.S. Department of Labor relative to its GovBenefits.gov Web site to include Los Angeles County-specific programs and services. Project documents were exchanged and a potential implementation or linkage plan is being finalized.</p>

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<p><i>Child Health and Education Passport System (PASSPORT)</i></p> <p>Purpose: To allow County staff, health, mental health, developmental disability, and education providers, and child caregivers the ability to access and update health and education information, via the Internet, for each of the children to whom Los Angeles County extends its support and protection through the child dependency and juvenile delinquency systems.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Developing an Advanced Planning Document (APD), RFP, and sample contract; 2. Securing State and Federal funding approval for PASSPORT; 3. Issuing the RFP and executing contract; and 4. Overseeing implementation of project. 	<p>The conference call with State and Federal representatives regarding their response to the County's APD was conducted. The Federal government maintained its position that the County's proposed technology solution would compete with CWS/CMS and be in conflict with the single Statewide system goal.</p> <p>An alternative technology solution has been created based on ideas generated from meetings between involved departments and advocacy groups. A proposal for developing a Web-based portal application and database that will provide caregivers and service providers with access points to view and update PASSPORT information using County funds was developed.</p> <p>A Collaboration Agreement was signed by CAO, CIO, Probation, DCFS, DMH, DHS, LACOE, and LAUSD in support of the proposed project approach and direction to proceed with filing a Board letter to access \$2 million in County ITF funds. A contractor has been hired by Probation to develop a detailed MOU and complete a project analysis.</p>

Service Integration Initiative	Deliverables	Results
<p><i>New Directions Task Force (NDTF) Special Needs Housing Alliance</i></p> <p>Purpose: To increase the availability of special needs housing through the integration of efforts by County departments, service providers, housing agencies, developers, and other stakeholders.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Inventorying existing housing and program resources; 2. Assessing funding opportunities; 3. Executing an operational agreement between agencies to confirm roles, responsibilities, and commitment of resources; and 4. Developing and implementing a strategic plan for increasing the availability of Special Needs Housing. 	<p>Efforts to obtain supplemental fiscal information from Alliance members for inclusion in the Special Needs Housing Alliance Report (produced by Shelter Partnership, Inc.) have been completed. Final version of the report is expected by the end of June 2003.</p> <p>With the support of NDTF, the Alliance submitted a grant proposal to the Corporation for Supportive Housing that focuses on developing permanent supportive housing for individuals and families that have been long-term homeless due to chronic health conditions and/or disabilities. If awarded, the grant would allow Shelter Partnership to provide staff and technical support to the Alliance as it implements its Work Plan. Work Plan activities would include: convening stakeholder meetings; designing a model for project implementation for example, Independent Living Program Design Team; and facilitating Alliance proposal submissions for development of supportive housing.</p> <p>SIB efforts to automate the Interdepartmental Funding/Legislative Protocol instrument on the County Intranet using Perseus are on track and will be integrated into a planned Web page. The Protocol, released in December 2002, tracks funding/legislative opportunities and initiates coordinated responses relating to special needs housing.</p>

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<p><i>NDTF Faith-Based Organization Collaboration Council (FBOCC)</i></p> <p>Purpose: To increase the availability of services for children and families by partnering with FBOs.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Developing informational materials/guidelines on charitable choice; 2. Enhancing community access to funding and technical assistance and training information through the Office of Small Business (OSB) and its Web page; 3. Identifying areas of collaboration between FBOs and County departments; 4. Developing channels of communication for programmatic/ policy community input; and 5. Developing an inventory of “successful” Charitable Choice collaborative models and preparing a synopsis of lessons learned. 	<p>The FBOCC participated in the development of a response to a December 17, 2002 Board Motion, which requested a status report evaluating the opportunities that exist for FBOs to participate in social service programs in accordance with the Executive Order issued by President Bush. The response was provided to the Board by DPSS.</p> <p>Efforts are currently underway to determine the feasibility of conducting and using the same type of status report throughout all H&HS departments.</p> <p>Membership on the FBOCC has become more diverse as a result of its outreach efforts conducted late last quarter.</p>

Service Integration Initiative	Deliverables	Results
<p>Office of Child Care</p> <p>Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Coordinating implementation of the Centralized Eligibility List (CEL) Pilot Project to ensure equitable and streamlined access to the full range of subsidized child care services for all income-eligible families; provide accurate, unduplicated information on the number of income-eligible families seeking subsidized child care services; and improve the ability to advocate for new resources for underserved communities and populations; 2. Coordinating implementation of AB 212 - Investing in Early Educators Project, to improve the quality of child care services by reducing turnover and increasing the education of qualified teaching staff through the award of cash stipends; improve the management skills of administrators in California Department of Education-funded child development centers through the provision of a focused management-training program; and conduct a process and impact evaluation to ensure that "lessons learned" are identified; 	<p><u>CEL</u></p> <p>CEL implementation is on track with records from the 12 State-funded pilot agency waiting lists for subsidized child care which were migrated to the CEL application, resulting in a database of approximately 45,000 income-eligible children. Pilot agency staff were trained on the CEL application in March and the application became operational on April 1, 2003.</p> <p><u>AB 212</u></p> <p>The process to verify that Cycle 2 applicants fulfilled their course work requirements and maintained employment in CDE-funded child development centers was completed. Based on that process, 614 (or 59 percent) of Cycle 2 applicants were found eligible to receive stipends. In addition, 577 applicants were eligible for the bilingual bonus. Cycle 2 stipend requests totaled \$1,472,200.</p> <p>In addition, the verification process has been initiated for 2,163 Cycle 3 applicants.</p> <p><u>Training</u></p> <p>The second session of Management Development for Early Childhood Educators (MDECE) was completed in February 2003. This 96-hour management training course was conducted by the Anderson School at UCLA; 43 administrators from 14 child development centers funded by the California Department of Education participated in this session.</p> <p>At the onset of each MDECE session, participants completed pretests to determine their familiarity with management concepts and to assess skill levels. A post-test was distributed in February 2003 to graduates of the first session to determine if six months after completing the MDECE participants are using the Management Improvement Project approach in their work. The Office of Child Care will be analyzing the post-test responses during the second quarter of 2003.</p>

Service Integration Initiative	Deliverables	Results
<p>Office of Child Care (Continued)</p> <p>Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<ol style="list-style-type: none"> 3. Initiating a collaborative planning process to sustain and institutionalize compensation improvements for persons working in child development programs and family child care homes; 4. In conjunction with the Week of the Young Child, coordinating the preparation and presentation of a report card describing the first year's accomplishments and future goals of the Policy Roundtable for Child Care; 5. Obtaining endorsements of the Child Care Planning Committee's Strategic Plan for Child Care and Development to: a) articulate a common vision for the child care and development infrastructure; and b) set strategic directions for ensuring capacity development, quality improvements, and access to child care and development services; and 6. Increase the capacity of family child care providers and child development centers to effectively serve children with disabilities and other special needs. This project is funded by the California Department of Education, beginning in February 2003 and running through May 2005. 	<p>The Office of Child Care continues to work with staff of the First 5 LA Commission and LACOE, to maximize the benefits of the Investing in Early Educators Program and the Commission compensation initiative. LACOE is administering the First 5 LA initiative, which targets family child care providers and child care programs that do not hold contracts with the California Department of Education. LACOE will be participating in the Roundtable's upcoming seminar on compensation of early educators.</p> <p>The Office of Child Care, in conjunction with the UCLA Center for Improving Child Care Quality, launched the first Countywide compensation study of licensed family child care providers in January 2003. Surveys were mailed to a proportionate random sample of 1,368 providers. Ten family child care associations assisted in making follow-up calls to survey recipients. The 20-page survey instrument requests detailed information and has been used in four other locations in the country. To date, approximately 18 percent of the surveys have been returned.</p> <p>The Child Care Planning Committee is in the process of confirming principle partners who share a commitment to implementing the 10-year Child Care Strategic Plan and who are willing to take responsibility for advancing specific aspects of the Plan. The Committee plans to bring the Strategic Plan forward for formal consideration by your Board and the County Superintendent of Schools in June 2003.</p> <p>On February 18, 2003, your Board signed a contract with the CDE/CDD to launch this project. The Child Care Planning Committee, with staff support from the Office of Child Care, is working collaboratively with the ten CDE/CDD-funded resource and referral agencies serving Los Angeles County on this project.</p> <p>To date, a four-page baseline survey has been designed for use with Cardiff TeleFORM to eliminate the need for manual data entry. The survey will be disseminated to approximately</p>

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<p>County Employee Child Care</p> <p>Purpose: To implement actions to enhance the availability of child care for County employees including enhanced information awareness and needs assessment.</p>	<p>7. Developing and implementing a plan for the collection, analysis, and dissemination of current child care data that informs the community on issues related to child care supply and demand, quality and access, parent preferences and affordability, and facilitates efforts to expand and/or enhance needed services.</p> <p>Actions to include:</p> <ol style="list-style-type: none"> 1. Identifying a host department and facilitating development and implementation of an operator contract for the Van Nuys Civic Center Child Care Center; and 2. Supporting the Labor-Management Child Care Task Force to implement the strategic plan for enhancing employee child care services. 	<p>17,000 child care providers in the County during the first two weeks of May 2003. The survey will be distributed in multiple languages and the Office of Child Care will analyze the results.</p> <p>Office of Child Care staff is also working to determine the external sources for data collection (e.g., R&Rs, school districts, Medi-Cal) and researching the availability of data in each source. Formal requests for data from external agencies will be prepared during May 2003.</p> <p>The Policy Roundtable for Child Care convened a seminar on January 31, 2003, titled "Improving Child Care Quality: Strategies for Producing Quantifiable Change." This seminar included a review of two successful efforts to positively impact child care quality, the U.S. Military Child Care system, and North Carolina's Smart Start program; research on sustaining child care quality; a mechanism for financing a quality child care system; and a discussion of school readiness issues. This seminar was co-sponsored by First 5 LA, with additional support provided by British Petroleum. Over 250 persons participated in this event.</p> <p><u>County Employee Child Care</u></p> <p>The Office of Child Care has submitted recommendations for following-up on the County's initial strategic plan for providing employee child care. Support services were also offered to the DPSS to enhance usage of their existing child care centers, and the Hawthorne site that is being developed. DHS is developing a child care Master Agreement for use by all departments to streamline the process of securing operators.</p> <p>The Labor-Management Child Care Task Force has suspended meetings until the State Budget for 2003-04 is adopted and the local implications are clear.</p> <p>A memo dated April 24, 2003, was submitted to the Board addressing the Child Care Strategic Plan and outlining a protocol for assessing the feasibility of including employee child care on County-owned or leased facilities.</p>

Service Integration Initiative	Deliverables	Results
<p><i>Web–Enabled Mapping Service Platform (Megan’s Law Web Site)</i></p> <p>Purpose: To extend the capabilities of the Los Angeles County Facilities application to develop an Internet-based GIS-enabled application system to assist the public in identifying the general location of sex offenders that are classified as either “High” or “Serious Risk” within Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Overseeing the development of a Web-enabled Mapping Service Platform that will facilitate the public in identifying the general location of sex offenders that are classified as either “High” or “Serious Risk” within Los Angeles County; 2. Amend the contract with GIS/Trans for this project; 3. Demonstrate a prototype of the application to the Fifth District for approval; 4. Upon approval of the user interface, complete development of a Web site to display offenders by city, zip code, or within a predetermined radius of a selected address, park, school, or library; 5. Provide documentation; 6. Train staff for maintenance; and 7. Install the application on the production servers in Downey. 	<p>The following has been accomplished during this quarter:</p> <ul style="list-style-type: none"> • Continued to update the Sex Offender Information as updates were made available from the Sheriff. The latest update is data from March 8, 2003.

Service Integration Initiative	Deliverables	Results
<p>Urban Research</p> <p>Purpose: To centralize needed expertise and reduce the cost of duplication among departments for conducting Census data analysis, supporting operational applications of geographic information system concepts; producing ad hoc maps and data products; developing master geographic cataloguing systems; constructing an Economic Database; and providing technical system support services.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Ongoing analysis and support of Census-related questions; 2. Coordinating multi-departmental efforts to update the Thomas Brothers Digital Database for creating a complete, current, and accurate street centerline file; 3. Continuing to improve the matching process of addresses to streets and names between disparate data files; 4. Creating demographic, employment, and economic change (growth) database for Los Angeles County and the Southern California Region; and 5. Continuing to enhance and modify the Emergency Management Information System (EMIS) to optimize its usefulness and meet the changing needs of Emergency Operation Center. 	<p><u>Census Related Action</u> Deployed previously developed standard map-and-tables package in production for Department of Public Works Kagel Canyon Water District, Santa Clarita Water Authority, Pacific Union area for District 1 and selected cities for District 3. In addition, County data was extracted from the Statewide Census data for dissemination to the Superior Court and City of Los Angeles.</p> <p>Recomputed Parks Quimby Act fees based on 2000 Census household and population data. The new estimates were based to assessor map books. A revised Park Planning Areas (PPA) shape file based on Parks' listing of Assessor map books to PPAs was produced.</p> <p><u>GIS Support</u> Hard copy Sheriff Reporting District Maps were delivered to the Sheriff for each station, which will be copied and delivered to each station.</p> <p>Began working with the Office of Unincorporated Areas to determine standard names and boundaries of unincorporated areas of the County.</p> <p>Provided ad hoc maps for Board offices, Parks, and DHS Ambulance.</p> <p><u>Transactional Updating System</u> Continued to improve match rates past the 99 percent: lowered rejected voter count from December 2002-44,000 to 35,100 on March 20, 2003; lowered false match rate from 67,000 voters in the wrong precinct to 64,100, and lowered false zip match rate from 19,000 to 14,100 out of 3.8 million voters. Set up programs to test improvement in polygon match of Assessor parcels, from October 2002, 5 percent error (94,500 in the wrong polygon).</p> <p><u>Record Matching</u> Created 42,000 name table of ethnic first names and edited the first 15,000 names; met with DCFS and DMH to set up Five-Way match datasets as part of the initial stages in the development of the Integrated Family Services System.</p>

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<p>Revenue Recovery</p> <p>Purpose: To assist departments in recovering funds that would not normally be recovered through their administrative process.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Managing the ongoing monthly process to recover the Medi-Cal revenue for DMH, which is estimated between \$1 million and \$2 million annually by matching Medi-Cal eligible patient records for DMH and DHS against the State Medi-Cal Eligibility History File or State Medi-Cal Eligibility Data System (MEDS). 2. Managing the ongoing monthly process to recover the Medi-Cal revenue for DHS, estimated at \$500,000 annually. 3. Managing the ongoing monthly process to recover the misallocated State Board of Equalization (SBE) sales tax, estimated between \$2.0 million and \$2.8 million annually. 	<p>Monthly name-matching of DMH clients to MEDS file: The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 123,679 in December 2002 2. \$ 76,453 in January 2003 3. <u>\$ 230,464</u> in February 2003 <p>\$ 430,596 Total for Quarter</p> <p>Total fiscal year-to-date DMH recovery: \$1,590,000.</p> <p>Negotiated and received permission from DMH to use MEDS file in monthly name-matching of DHS clients, replacing Eligibility History File. A comparison of the two processes indicated the result was a four-fold improvement in recovered revenue for February. The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 7,685 in January 2003 2. \$ 28,495 in February 2003 3. <u>\$ 13,462</u> in March 2003 <p>\$ 49,462 Total for Quarter</p> <p>Total fiscal year-to-date DHS recovery: \$240,028.</p> <p>Quarterly geocoding of business addresses to recover misallocated sales tax revenues was completed for Fiscal Year 2002-03. Revenue recovered in the current fiscal year (three quarters):</p> <ol style="list-style-type: none"> 1. \$ 481,380 2. \$ 426,704 3. <u>\$ 419,031</u> (this quarter) <p>\$1,327,115 Total for Quarter</p> <p>Total Fiscal Year-to-date revenue recovery: \$3,157,143.</p>

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<p>Research and Evaluation Services</p> <p>Purpose: To conduct an evaluation of to monitor DPSS success in:</p> <ol style="list-style-type: none"> 1. Reducing child poverty; 2. Reducing dependency of needy parents on government benefits; and 3. Avoiding unanticipated outcomes that negatively affect families and communities, as required by the CalWORKs Performance Monitoring and Evaluation Plan approved by the Board of Supervisors in April 1998. 4. Conduct Research and evaluation studies for County departments and the Board of Supervisors. 5. Provide applied research studies to County Departments and the Board of Supervisors. 	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Providing reports to DPSS on the impacts of implementing CalWORKs. 2. Provide evaluation reports and conduct research studies for County departments and the Board of Supervisors. 	<p>CalWORKS</p> <ul style="list-style-type: none"> • A preliminary analysis was completed on January 2003 to study the risk factors associated with CalWORKs participants reaching time limits during Calendar Year 2003. • On February 6, 2003, met with DPSS for initial planning of a Board-commissioned study to examine the impact of termination of cash assistance to CalWORKs participants who reached their 60-month time limit on January 1, 2003. • Revised the Welfare-to-Work Report #2 titled "Employment and Earnings Among Welfare-to-Work Participants in Los Angeles County, 1998-2001," based on review comments submitted by DPSS on February 18, 2003. The revised report was submitted to DPSS and the CalWORKs Advisory Group for final review on March 21, 2003. • A Statement of Work soliciting consulting services to conduct focus group research for the Board-mandated study on the impact of CalWORKs time limits was released on March 30, 2003. • During March and April, completed and pre-tested survey instruments to be administered in English, Spanish, Vietnamese, and Armenian to participants for the Board-commissioned study on CalWORKs time limits. • Completed a research plan to conduct a Board-mandated study on CalWORKs time limits and submitted the research plan to DPSS for concurrence on April 1, 2003. • A Memorandum of Understanding between CAO/SIB and DPSS was signed on April 4, 2003, to provide CalWORKs performance monitoring and evaluation services.

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<p><i>Research and Evaluation Services (cont'd)</i></p>		<ul style="list-style-type: none"> On April 10, 2003, there were a meeting in Sacramento convened by the Welfare Policy Research Project Advisory Board to discuss the purpose of discussing the preliminary findings of a study of the effects of CalWORKs time limits in California. Conducted a review of a report on Welfare-to-Work issues prepared by the Economic Roundtable for the Board of Supervisors and submitted review comments to DPSS on April 23, 2003. Incorporated comments from the CalWORKs Advisory Group members on the Employment and Earnings report and submitted final report to DPSS on April 30, 2003. <p><u>Other Research Projects</u></p> <ul style="list-style-type: none"> During February 2003, a technical memorandum was prepared recommending alternative sampling frames for an evaluation of social services provided to juveniles in Pomona. During February 2003, a technical memorandum was prepared to select sample sizes to evaluate the MCRD forms.